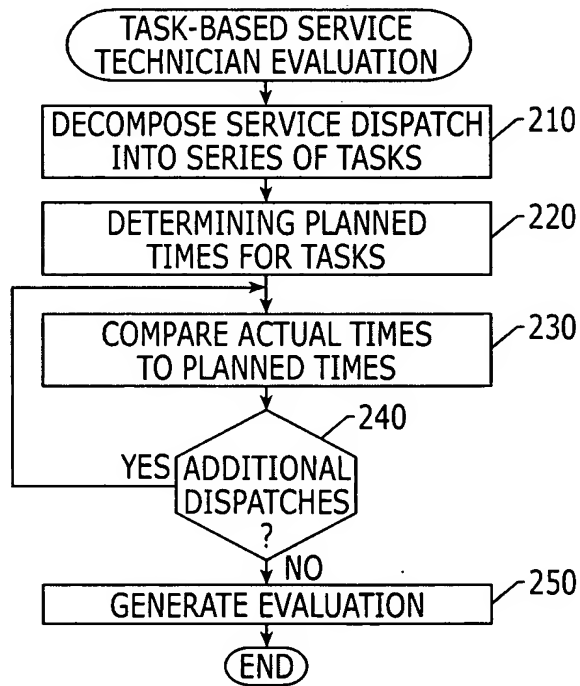
FIG. 1FIG. 2

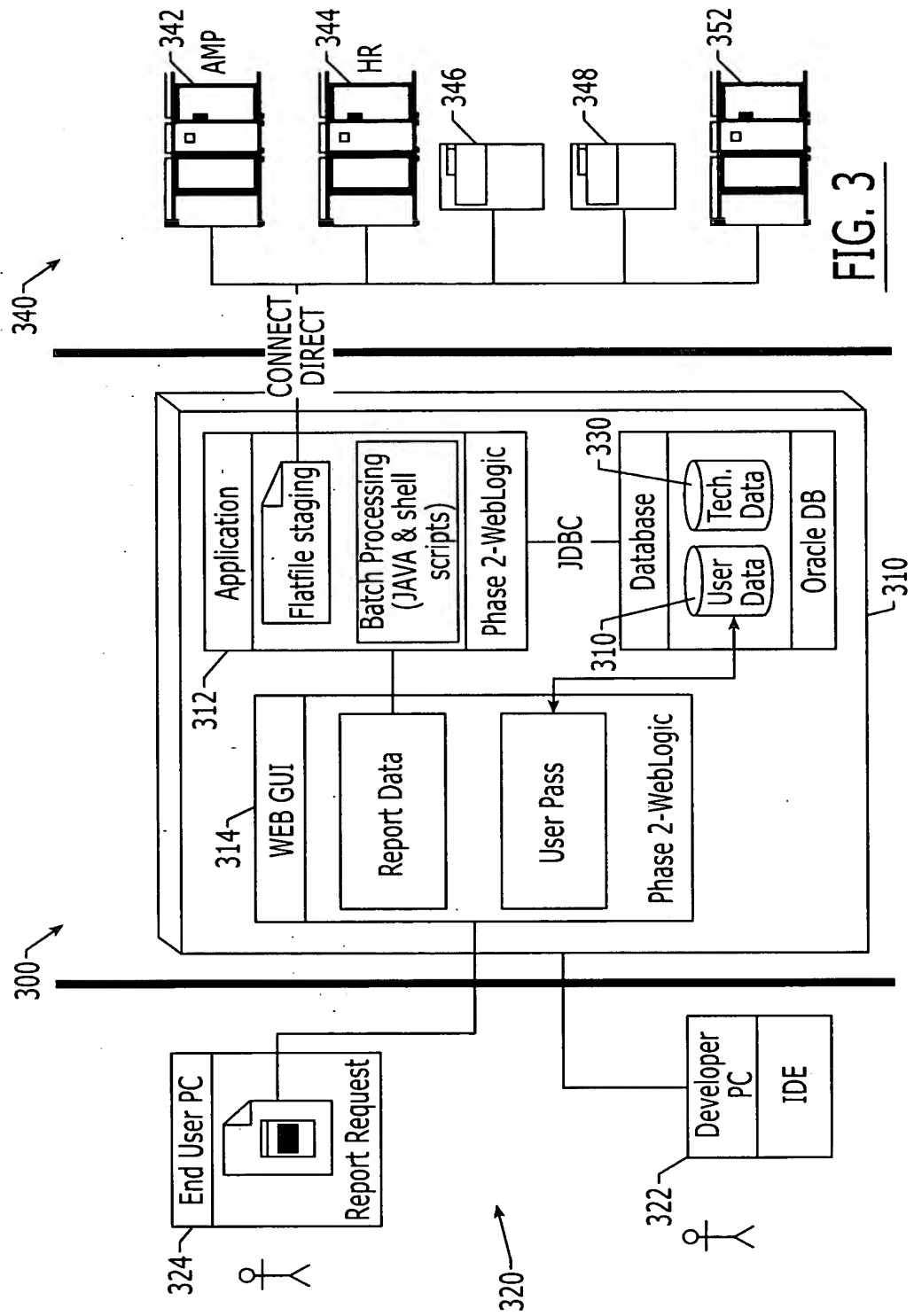
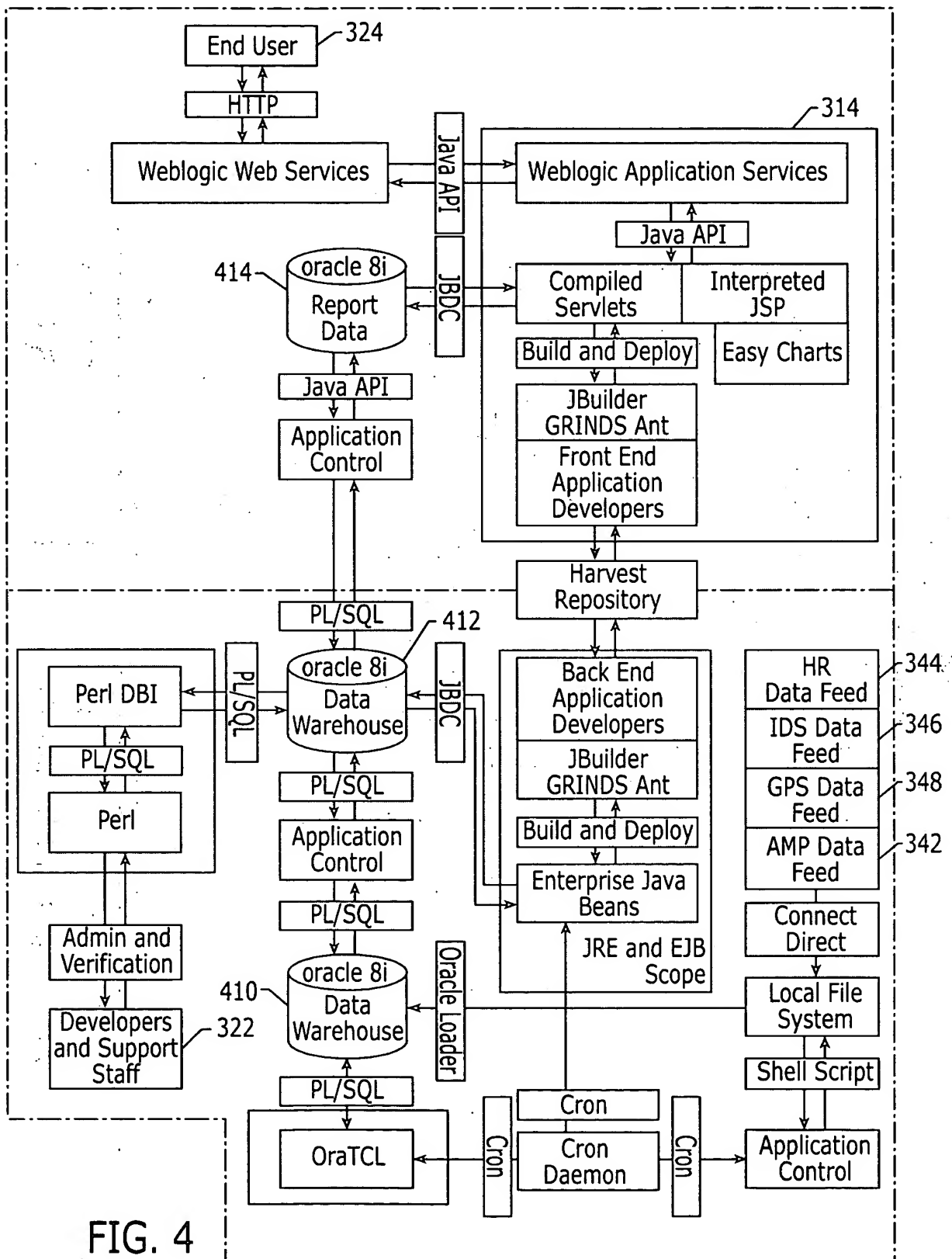
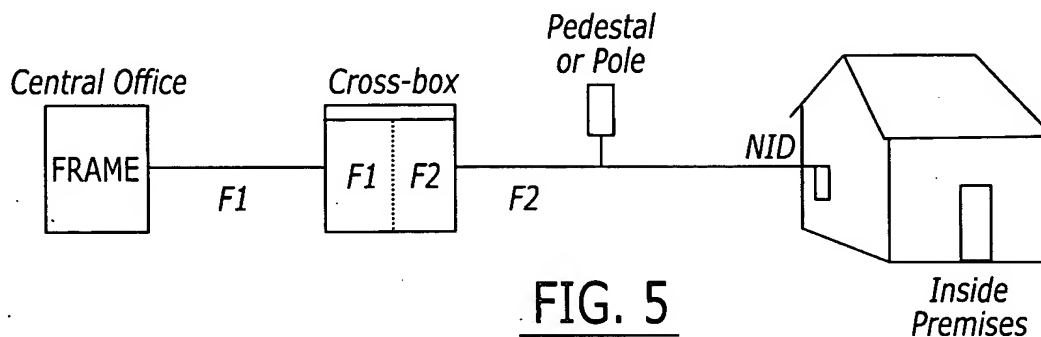


FIG. 3



**FIG. 5****Example: Fixed Task / Park Select***Securing the vehicle, retrieve side-tools and digital testing equipment.*

Step	Action
1	Ensure vehicle in park. Engage parking brake; turn ignition off.
2	Exit and lock vehicle.
3	Walk to front of vehicle.
4	Obtain both cones.
5	Place first cone in front of vehicle.
6	Walk to rear of vehicle.
7	Place second cone in rear of vehicle.
8	Open door.
9	Obtain necessary side tools and testing equipment.
10	Close and lock rear door.

**FIG. 6****Example: Variable Task / FID: Cross-box - PXJ****Place Cross-connect** - Place jumper terminating F1 binding post to F2 binding post.**Safety:** Utilize appropriate safety equipment provided.**Tools:** Tool belt, butt set, wire cutters, etc.

Step	Action
1	Use butt set to verify number on the assigned binding post at cross-box.
2	Terminate tip and ring conductors to the correct F1 side binding post of cross-box.
3	Route and terminate tip and ring conductors to correct F2 side binding post of cross-box.
4	Secure cross-box.

**FIG. 7**

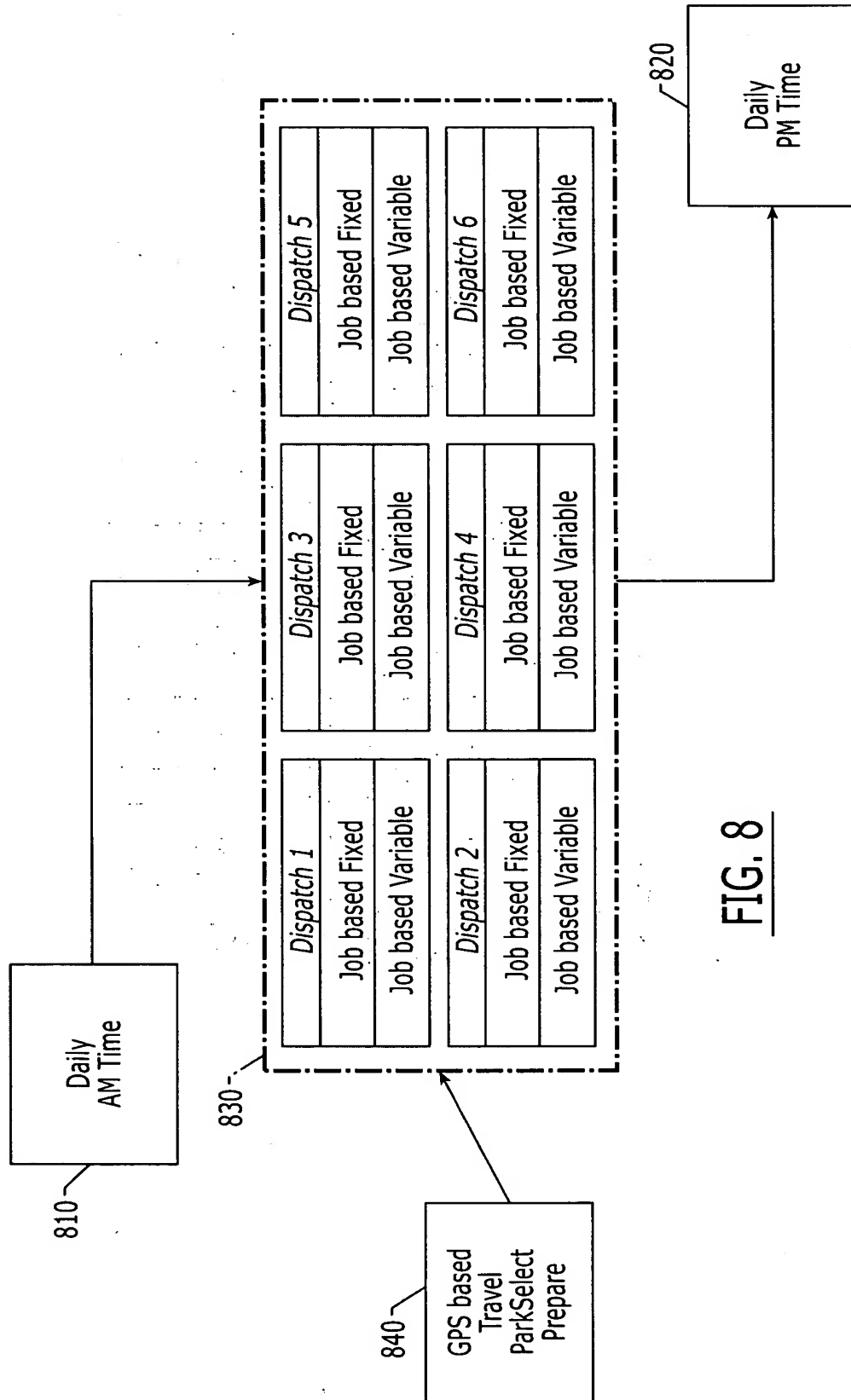


FIG. 8

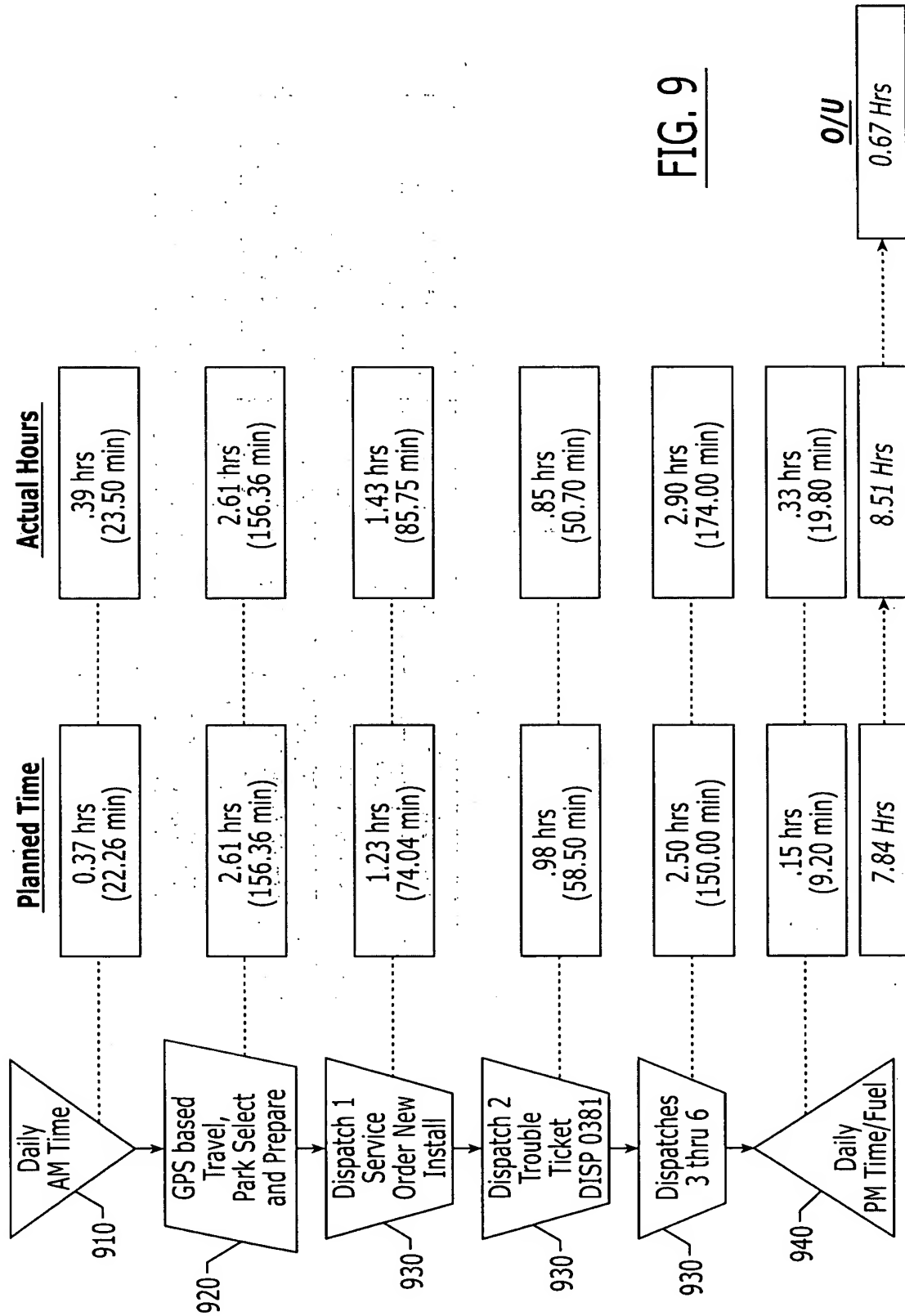
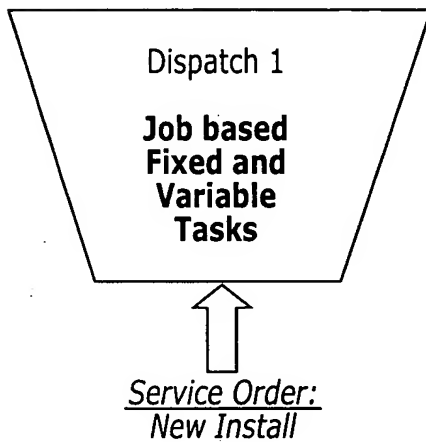


FIG. 9

FIG. 10**Job based Fixed Tasks**

- Walks
- Ring Bell Wait
- Customer Contact/Survey
- Calls
- TechNet

39.47 Min

**Job based Variable Tasks**

- PXJ 3.04
- PDW 31.53

34.57 Min

Total Planned Time

74.04 Min

(1.23 Hrs)

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Daily Crew Summary



# Daily Tech Report



Time Period	Tech Name	RC	Work Center	AM	PM	Break	Report Runtime	MAR-05-2003 10:32 EST
FEB-2003			Plan Time	0:35	0:15	0:5	THAS Date	MAR-04-2003

	Daily Performance Statistics										Daily Dispatch Statistics										Monthly Revisit Statistics															
Data	Wk Cr Time					ESM Time					Total ESM Performance					Travel					Dispatch Type					Results					Revisits				Total Time	
	AM		PM		O/U	Plan	Actual	O/U	Plan	Actual	O/U	%Eff	Travel	Miles	S	T	R	Comp	Inc	Total	%DE	New Rev	Mon Base	% REV	OT	2	Actual Prod	Total Time								
FEB-28-2003	0.31	0.29	0.10	4.59	5.10	0.51	5.09	5.70	0.61	89.29	1.80	49	0	6	0	4	2	6	86.66	0	11	101	89.10	0	0	7.5										
FEB-27-2003	1.17	0.26	0.93	5.34	3.44	-1.90	5.84	4.87	-0.97	119.91	1.63	22	1	6	0	7	0	7	100.00	0	11	97	88.65	0	1	6.5										
FEB-26-2003	1.40	0.16	1.06	2.44	3.34	1.10	2.94	3.10	2.16	57.64	1.40	36	1	1	1	3	0	3	100.00	0	11	90	87.77	0	1	6.5										
FEB-25-2003	0.52	0.15	0.17	5.92	6.33	0.41	6.42	7.00	0.58	91.71	1.50	32	5	2	0	7	0	7	100.00	0	11	87	87.35	1	0	8.5										
FEB-24-2003	0.40	0.13	0.03	3.34	5.55	2.21	3.84	6.10	2.26	62.95	1.40	31	1	3	0	3	1	4	75.00	0	11	80	86.25	0	0	7.5										
FEB-23-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0	0.00	0	11	77	85.71	0	0	0									
FEB-22-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0	0.00	0	11	77	85.71	0	0	0									
FEB-21-2003	0.46	0.29	0.25	2.33	5.35	3.02	2.83	6.10	3.27	46.39	1.40	29	1	2	0	3	0	3	100.00	0	11	77	85.71	0	0	7.5										
FEB-20-2003	0.20	0.28	-0.02	3.74	5.39	-0.35	6.24	5.87	-0.37	106.30	1.63	40	1	6	0	6	1	7	85.71	1	4	18	77.77	0	0	7.5										
FEB-19-2003	0.37	0.19	0.06	5.99	5.31	-0.08	5.89	5.87	-0.02	100.34	1.63	33	1	6	0	7	0	7	100.00	1	3	12	75.00	0	0	7.5										
FEB-18-2003	0.48	0.29	0.27	5.07	4.93	-0.14	5.57	5.70	0.13	97.71	1.80	25	3	3	0	5	1	6	83.33	2	2	5	60.00	0	0	7.5										
FEB-17-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	0	0	0.00	0	0	0										
FEB-16-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	0	0	0.00	0	0	0										
FEB-15-2003	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0	0	0	0	0	0	0	0.00	0	0	0	0.00	0	0	0										
Summary	0.95	0.21	0.67	4.55	4.62	0.07	5.05	5.80	0.75	86.98	1.63	32	85	36	69	2	101	6	107	94.39	11	11	101	89.10	6.5	8.0	148.75									

Composite IIP Score 89.362500

FIG. 12